

**Job Title:** Business Analyst**Location:** Service Center**Department:** Business Planning**Job Status:** Full-Time**Reports To:** Program Portfolio Manager**Job Grade:** 604**Pay Status:** Exempt**Date Created/Updated:** 9/6/2023

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### Position Summary

The Business Analyst will work alongside other business analysts and project managers in the Project Management Office to create an effective team. Your main tasks will include preparing business cases, performing detailed requirements analysis, documenting processes, and performing some user acceptance testing. To succeed in this role, you should have a natural analytical way of thinking and be able to explain difficult concepts to non-technical users.

As a Business Analyst within the New Braunfels Utilities Business Planning department, you will play a pivotal role in optimizing the efficiency, effectiveness, and financial stability of our utility operations. You will be responsible for analyzing data, conducting research, and providing valuable insights to support decision-making processes. Your work will contribute to the continuous improvement and growth of our services. Provide well-founded recommendations based on data and analysis to support decision-makers in shaping utility policies and strategies. Maintain detailed documentation of analysis methodologies, findings, and recommendations.

Communication and working in team environments must be a strength for anyone interested in this position.

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### Essential Duties & Responsibilities

- Elicits, analyzes, specifies, and validates the business needs of stakeholders, be they customers or end users.
- Collaborates with project sponsors to determine project scope and vision.
- Clearly identifies project stakeholders and establishes customer classes, as well as their characteristics.
- Conduct interviews to gather customer requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods.
- Identifies and establishes scope and parameters of requirements analysis on a project-by-project basis to define project impact, outcome criteria, and metrics.
- Works with stakeholders and project team to prioritize collected requirements.
- Researches, reviews, and analyzes the effectiveness and efficiency of existing requirements-gathering processes and develops strategies for enhancing or further leveraging these processes.
- Assists in conducting research on products to meet agreed-upon requirements and to support purchasing efforts.
- Participates in the quality assurance of purchased solutions to ensure features and functions have been enabled and optimized.
- Participates in the selection of any requirements documentation software solutions that the organization may opt to use.
- Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.
- Develops and utilizes standard templates to accurately and concisely write requirements specifications.
- Translates conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project team.
- Creates process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.

- Develop and conduct peer reviews of the business requirements to ensure that requirement specifications are correctly interpreted.
- Assists with the interpretation of customer requirements into feasible options, and communicating this back to the business stakeholders.
- Manages and tracks the status of requirements throughout the project lifecycle; enforces and redefines as necessary.
- Communicates changes, enhancements, and modifications of business requirements — verbally or through written documentation — to project managers, sponsors, and other stakeholders so that issues and solutions are understood.
- Analyzes, presents, reports, and recommends Levels of Service to internal and external customers.
- Analyzes, presents, reports, and recommends Levels of Service to NBU lines of business as directed.
- Analyzes, presents, reports, and recommends strategic key performance indicators.
- Analyzes levels of service and key performance indicators to make recommendations on process improvements and standard operating procedures.
- Collect, compile, and analyze data related to utility operations, including consumption patterns, billing, revenue, and expenditures.
- Generate reports, dashboards, and visualizations to present key findings and performance metrics to management and stakeholders.
- Identify trends, anomalies, and opportunities for improvement through data analysis.
- Candidates must have strong communication and interpersonal skills.
- Collaborate with cross-functional teams to identify inefficiencies and bottlenecks in utility operations.
- Recommend and facilitate process improvements to enhance the overall efficiency and effectiveness of service delivery.
- Monitor the implementation of process changes and track their impact.
- Assist in budgeting and forecasting activities, ensuring accurate financial planning for utility projects and ongoing operations.
- Track and analyze revenue and expenditure trends, providing insights to optimize budget allocation.

#### GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers, and the public in general
- Maintain strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

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#### Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Bachelor's degree (Highly preferred), and/or

Work Experience Time Frame: Five Years or More

five or years' experience

Field of Study: Business administration or finance

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#### Certification and Licensures Requirements

Project Management Institute--Professional in Business Analysis is a plus.

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## Other Minimum Qualifications

- Able to exercise independent judgment and act on it
- Excellent analytical, mathematical, and creative problem-solving skills
- Excellent listening, interpersonal, written, and oral communication skills
- Logical and efficient, with keen attention to detail
- Highly self-motivated and directed
- Ability to effectively prioritize and execute tasks while under pressure
- Strong customer service orientation
- Experience working in a team-oriented, collaborative environment

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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Physical Demands

### Standing: Occasionally

- ☒ Making Presentations
- ☒ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

### Fine Dexterity: Frequently

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☒ Calculator
- ☐ Calibrating Equipment

### Walking: Occasionally

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

### Carrying: Occasionally

- ☒ Supplies
- ☒ Equipment
- ☒ Files

### Sitting: Frequently

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

### Reaching: Rarely

- ☒ For Supplies
- ☒ For Files

### Handling: Frequently

- ☒ Paperwork
- ☐ Monies

**Kneeling:** Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

**Pushing/Pulling:** Rarely

- ☒ File Drawers
- ☒ Equipment
- ☒ Table and Chairs
- ☒ Hose

**Climbing:** Rarely

- ☒ Stairs
- ☐ Ladder
- ☒ Step Stool
- ☐ Onto Equipment

**Vision:** Constantly

- ☒ Reading
- ☒ Computer Screen
- ☐ Driving
- ☒ Observing Worksite

**Foot Controls:** Rarely

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

**Balancing:** Rarely

- ☐ On Ladder
- ☐ On Equipment
- ☒ On Step Stool

**Bending:** Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☐ Making Repairs

**Crouching:** Occasionally

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

**Crawling:** Never

- ☐ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

**Hearing:** Constantly

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public
- ☐ Listening to Equipment

**Twisting:** Constantly

- ☒ From Computer to Telephone
- ☒ Getting Inside Vehicle

**Talking:** Constantly

- ☒ Communication Via Telephone/Radio/To-Co-Workers/Public

**Other:** Click or tap here to enter text.

## Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Noise and Vibration (sufficient to cause hearing loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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## Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other:** Click or tap here to enter text.

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## Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

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## Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☒ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

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## Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

### Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date